

FD-302 (Rev. 10-6-95)

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 06/11/2002

[redacted] Verizon Airfone Customer Service Representative, [redacted] was interviewed at her place of employment, 2809 Butterfield Road, Oak Brook, Illinois, [redacted]. After being advised of the agent's identity and the nature of the interview, [redacted] provided the following information:

As a part of her normal duties, [redacted] answered a phone call at approximately 8:40 a.m. Central time, September 11, 2001. Her computer screen indicated that this call originated aboard a flight operated by United Airlines. [redacted] and her coworkers were aware of the commercial aircraft impacts at the World Trade Center. She greeted the caller who in turn identified himself as TODD BEAMER. BEAMER advised that his flight was being hijacked. He saw two people with knives and stated further that "we think we saw someone entering the cockpit." [redacted] concluded that this person was in addition to the two people with knives.

BEAMER remained very calm and courteous while conveying this information. Furthermore, [redacted] recalls an absence of the usual background sounds created by the activity and conversations of other passengers. Because of his professional demeanor, [redacted] asked BEAMER if he was a pilot to which he responded in the negative. [redacted] asked him to hold while she conferred with her supervisor. [redacted] supervisor, was in the room at the time. [redacted] proceeded to advise [redacted] of the hijacking report while keeping BEAMER on hold. [redacted] to obtain/confirm the caller's identity as well as the flight number, origin, and destination in order to provide it to law enforcement officials. [redacted] estimates this hold period to be less than two minutes.

[redacted] returned to BEAMER with the directed queries. BEAMER restated his identity and as [redacted] recalls, advised that he was aboard United flight 99 originating in Newark and landing in San Francisco. After providing the requested information, BEAMER asked if he could be connected with his wife, or if that was not possible, if a message could be passed to his wife telling her that he loved her. In order to pass the information needed [redacted] placed the call on hold for a period less than thirty seconds. [redacted] continued

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 01-26-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 06/05/2002 at Oak Brook, Illinois

File # 265A-NY-280350-302

Date dictated 06/11/2002

by SA [redacted]

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conversing with BEAMER for a short period, after which, \_\_\_\_\_  
relieved her on the call. An interview of \_\_\_\_\_ is documented in  
265A-NY-280350-OUT, serial 3255.

\_\_\_\_\_ recalls the total period of time she spent either  
speaking with BEAMER or conferring with \_\_\_\_\_ to be less than ten  
minutes. She estimates placing BEAMER on hold three times during her  
period on the call, once for less than two minutes and twice for less  
than thirty seconds. She does not recall any description from BEAMER  
regarding the clothing or ethnicity of the hijackers during their  
exchanges.

Of further note, a print of the computer screen containing  
administrative information regarding the call was made when the call  
was disconnected. This information was to be passed to the engineering  
department in order to determine where the call was made on the  
aircraft.

REQ. #35-13

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